



It's Different Out Here™

June 1, 2026

IMPORTANT INFORMATION

Voyage Cancellation

Dear Valued Guests and Travel Partners,

As we look ahead to Winter 2027–2028, we're excited to expand the variety of Caribbean experiences available across our fleet. As such, we will be modifying Norwegian Joy's current deployment. While still sailing from Miami, she will offer a new lineup of longer, more immersive Caribbean itineraries, including 9 and 10-day Southern Caribbean sailings, along with select 3 and 4-day Bahamas getaways in between. These thoughtfully designed voyages offer a broader range of destinations and more time to enjoy the places guests love most. As a result of this new update, the April 3, 2028, voyage aboard Norwegian Joy, will no longer operate as planned and has been canceled. Travel partners are kindly asked to ensure impacted guests review this information.

While we know changes to travel plans can come as a surprise, they also give us the opportunity to offer voyages that bring even more of the Caribbean into each journey. Norwegian Joy's new Caribbean itineraries, featuring even more variety and discovery, will be available to book soon.

However, for guests considering alternative options, we're pleased to offer a range of sailings from Miami, including shorter getaways to Great Stirrup Cay and Nassau, Bahamas, as well as week-long Caribbean itineraries with visits to destinations such as the Dominican Republic. Each provides a distinct way to enjoy time at sea, while delivering the same elevated experience and thoughtful service you can look forward to throughout your journey.

Alternative options:

Norwegian Luna

April 2, 2028: 3-day Bahamas round-trip from Miami: Great Stirrup Cay & Nassau

Norwegian Aura

March 25, 2028: 7-day Caribbean round-trip from Miami: Harvest Caye, Cozumel & Roatan

Below, you'll find important details regarding what happens next:

A full monetary refund of the cruise fare paid will be automatically returned to the original form of payment used at the time of booking. No further action is required. Refunds will be processed within 30 business days, and funds typically appear on the original form of payment within seven to ten business days after processing, subject to your financial institution's policies. For reservations paid using a previously issued Future Cruise Credit (FCC), 100% of the FCC applied will be automatically reissued to your Latitudes account within 10 days of the cancellation date. No further action is required.

Future Cruise Credit (FCC)

We recognize this change wasn't part of your original travel arrangements, and as a token of our appreciation for your patience, we are pleased to offer a 10% Future Cruise Credit, valid toward any published sailing through December 31, 2028. This credit will be available beginning June 8, 2026, and we hope it helps bring you closer to your next unforgettable journey with us.

Our dedicated team is ready to assist you with rebooking or planning a future cruise when you're ready. Please contact us at 1-800-327-7030 or reach out to your travel professional for assistance. Guests residing outside the U.S. or Canada may visit www.ncl.com for local contact information.

We truly appreciate your understanding as we continue to evolve our deployment in ways that create even more memorable journeys ahead. We look forward to welcoming you on board soon.

As always, we are at your service.

Sincerely,
Norwegian Cruise Line

NORWEGIAN
CRUISE LINE®